



Telecommunications Bulletin

Customer Service Center (CSC)

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Fall Back to Standard Time!! Daylight Saving Time ends 11/4/12

Say goodbye to Daylight Saving Time when clocks fall back from 1:59 a.m. to 1:00 a.m. on Sunday, November 4, 2012. Systems must be manually set to make the adjustment between Daylight Saving and Standard Time.

Attached are instructions to program time changes on various systems:

1. **Prostar Electronic Key System**
2. **Comdial Electronic Key System**
3. **Iwatsu/Omega Electronic Key System**

Note: The Prostar, Comdial, and Iwatsu/Omega systems are “manufacture discontinued” and the time change is not covered under preventative maintenance. If your agency is unable to complete the programming, you must open a trouble ticket to dispatch a vendor technician to your designated site. This service call will be billed on a “Time and Material” basis.

4. **Norstar Electronic Key System**
5. **Toshiba Electronic Key System**

Note: The Norstar and Toshiba systems are covered under the State’s maintenance agreement. If your agency is unable to complete the programming, you must open a trouble ticket to dispatch a vendor technician to your designated site. There is NO charge for assistance in setting the time change on this equipment.

If you have an electronic key system that is not specifically referenced above and do not have instructions to change the time, this will require a trouble ticket for vendor resolution. If your agency experiences any problems, a trouble ticket should be opened to resolve the issue. You may open trouble tickets by calling:

Customer Service Center
800-366-8768 [In Springfield: 217-524-4784]
Option 4, Sub-Option 4

If you have other questions regarding the time change, its impact on your telecommunications equipment, or programming your systems, please do not hesitate to contact your CMS Communications Systems Specialist.